



iOS – User Setup Guide for Outlook Mobile App

Disclaimer

These instructions were created with the expectation that the device is a current model running the most recent operating system. If this is not the case, your experience may vary. Also, there is no option to sync a State of Delaware (SOD) Outlook Calendar to a native iOS Calendar app. Users now must manage SOD calendars in the Outlook for iOS only. Users cannot merge SOD calendars into the iOS native calendar app.

Before You Begin

iOS REQUIREMENTS: v11.0 or later. Only the two most recent OS versions are supported.

PREREQUISITES for iPhone:

- **Complete your enrollment in Multi-Factor Authentication and MDM (Microsoft Intune Company Portal app).**
- **If you already use Outlook Mobile app, you must remove any personal email accounts because they can't comingle with a Government Cloud Community account. Personal email accounts may use the native email app or other 3rd party mail app.**

For more information, see **Security, Compliance** section at the end of this document.

Microsoft Outlook Mobile App for iOS Setup

1. Download and Install the Outlook Mobile App for iOS
[Microsoft Outlook Mobile App for iOS Download Link](#)

2. After installing the Outlook Mobile App, open **Settings**, scroll through apps to select **Outlook**, toggle switch to **Restrict app to GCC accounts** to enable Government Community Cloud (GCC) mode. If you are asked to remove existing accounts, say **Yes**. Then, exit settings.

3. Open the Outlook for iOS mobile app.
The icon looks like this:



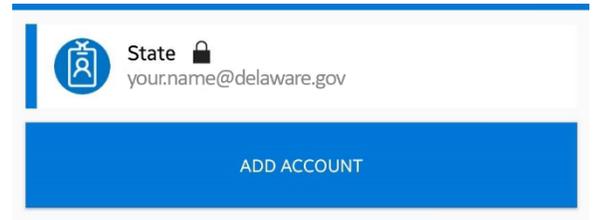


4. If your account is recognized, your email address and **ADD ACCOUNT** will display.
(Skip to step 7).

If your account is not automatically recognized,
follow steps 5 and 6 to Add Account and Sign in.

5. On the **Add Account** screen, enter your State email address and tap **Add Account**

6. If prompted, enter your email account password, then tap **Sign In**



Add Account

Enter your work or personal email.

Email Address

Add Account

[Privacy & Cookies](#)



your.name@delaware.gov

Enter password

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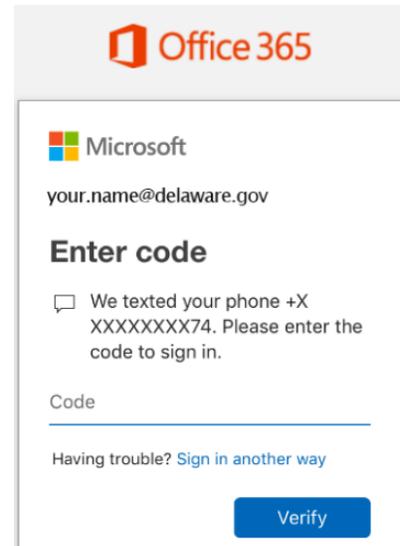
[Forgot my password](#)

[Sign in with another account](#)

Sign in



7. If prompted, enter your Multi-Factor Authentication (MFA) verification information. *Note:* This will vary based on your preferred MFA verification method.



8. On the Authenticator App screen, tap "Open Authenticator"



Please Authenticate
Please go to the Authenticator app to continue.

Open Authenticator

9. To sync your Outlook contacts with the iOS native Contacts app, go to iPhone or iPad's **Settings** > scroll down and tap **Outlook**
10. Toggle the **Contacts** switch on

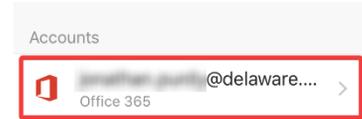




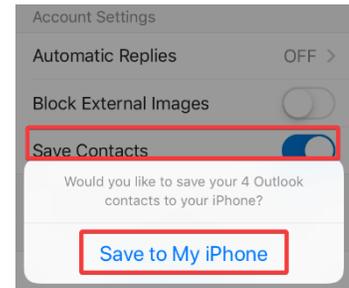
11. Open the **Outlook for iOS** mobile app and tap your profile icon in circle in the upper left-hand corner of the app. Tap the gear icon in the bottom left-hand corner.



12. Under, **Accounts**, tap your account



13. Toggle the **Save Contacts** button on and tap the **Save to My iPhone** prompt.



14. The Outlook mobile app for iOS setup is complete.

Security, Compliance, and Microsoft Outlook Mobile App

The Microsoft Outlook mobile app is now the required and supported mobile app to connect to your State of Delaware Exchange Online Government Cloud Community (GCC) mailbox. The Outlook App architecture routes data through Azure Government Community data centers (Azure Government Community Cloud). This solution is FedRAMP compliant and approved, which means the Outlook App architecture and underlying services meet the data-handling requirement for GCC tenants (requirements defined by NIST Publication 800-145). Additionally, Outlook App leverages Modern Authentication (OAuth) to protect user's credentials.

IMPORTANT: You may NOT comingle personal accounts with GCC accounts; hence, the requirement to remove any non-State of Delaware email accounts from the Outlook Mobile app. You will need to set up personal email accounts using the iPhone native email app or other separate app. ***The installed Outlook Mobile app can only be used for the user's Office 365 GCC account.*** Personal accounts cannot be added, managed, or monitored on the Outlook Mobile app. This security feature ensures the Outlook for Android architecture is FedRAMP and NIST 800-145 compliant.

Unlike Android, iPhone's native mail application does support Modern Authentication. If you wish to use iPhone's native mail/calendar/contacts, you will need to assure that under Passwords and Accounts, you configure your state email as an **Exchange** account.

Additional Resources

[Outlook for iOS Cheat Sheet](#)

[Optimize the Outlook mobile app for your iOS or Android phone](#)